

Guidelines for Customer Complaint Procedure

Valid as of: 01.01.2017

1. Introduction

In our continuing efforts to offer customer-focused services, we have put together this set of Guidelines to help our customers with the processing of their Customer Complaint Forms and the Returned Goods procedure.

Our objective is:

- to provide clarity regarding:
 - the scope and limitations of our Returned Goods & Limited Warranty Policy;
 - the specific information required by our Technical Support department for proper handling of customer complaints and warranty claims;
- to ensure that:
 - customer complaints are handled properly, timely, in an efficient and cost-effective manner (*) and with a minimum of administrative hassle;
 - the feedback we receive via the Customer Complaint Forms is actively used to further improve the quality of our products and services.

The following guidelines stipulate the information that needs to be reported on every Customer Complaint Form; this information is necessary for our Technical Support department to decide if components/parts/systems are eligible for replacement under warranty and/or should be returned for further inspection, investigation or repair. Besides this specific information, we also urge our customers to provide an accurate description of the problem, preferably by means of pictures and/or video's.

2. Procedure for filing & processing a Customer Complaint

- Fill in the Customer Complaint Form (CCF), making sure to fill in all required information, as mentioned in **section 3 below** (Required information on the CCF).
- Send the CCF to our Technical Support department (techsupportbelgium@eriewatertreatment.com).
- The Technical Support department generates a unique CCF reference number for further follow up; this code is composed as follows: Year/CustomerID/#.
- The Technical Support department confirms this CCF reference number to the customer by email, if necessary with a request for additional information.
- The Technical Support department reviews the CCF internally.
- The Technical Support department informs the customer about:
 - the findings,
 - if relevant, the possible solutions (Corrective Actions, as well as Preventive Actions)
 - if relevant, instructions on how to handle the CCF as a Warranty Claim and/or Returned Goods Procedure.
- Only after confirmation by the customer, the Technical Support department closes the CCF.

(*) Please see item 18 in our "Returned goods & Limited Warranty Policy":

"Unless specifically approved by Aquion, Inc. (Belgium), all shipping expenses from the customer back to Aquion, Inc. (Belgium) are on the customers own account. Shipping expenses from Aquion, Inc. (Belgium) back to the customer are covered by the customer or by Aquion, Inc. (Belgium), depending on the evaluation of the returned goods."

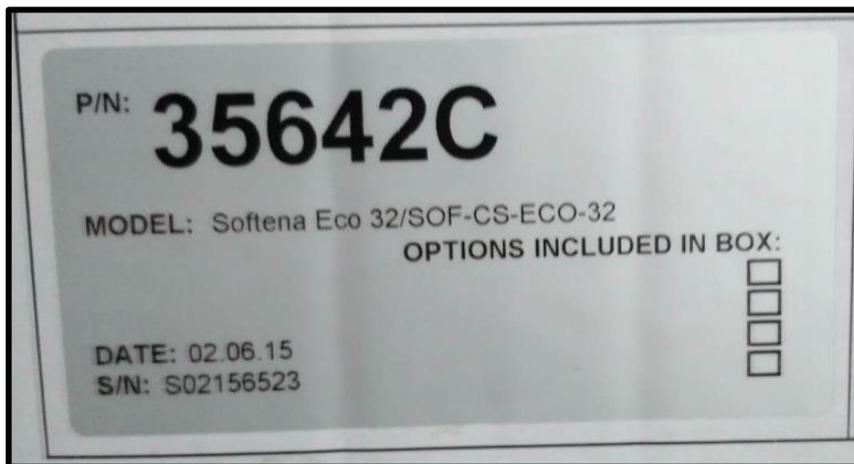
3. Required information on the CCF

3.1. In case of **TRANSPORT DAMAGE**

- Transport arranged by customer:
 - if the transport was arranged by the customer, we are **not** responsible for any damage during transport. Please do **not** file a CCF, but contact your transport company!
- Transport arranged by Erie:
 - do **not** sign off the delivery of our products, when these were not on a pallet or clearly not transported in the original packaging.
 - if you do want to sign off, make sure you verify the condition of the product itself inside the box, for any damage. In case of damage, please provide:
 - a clear description of the damage,
 - picture(s), if possible video, of the damage,
 - our Sales Order number or Sales Invoice number.Please also send the CCF to the Inside Sales department (infobelgium@eriewatertreatment.com)

3.2. In case of a **DEFECTIVE COMPONENT**

- For all components we need the information below:
 - a clear description of the defect,
 - picture(s), if possible video, of the defect,
 - serial Number of the system (can be found on the packaging of the system, or on the product itself (cabinet body, salt lid, control valve))



- **Additional information of section 3.2.1**

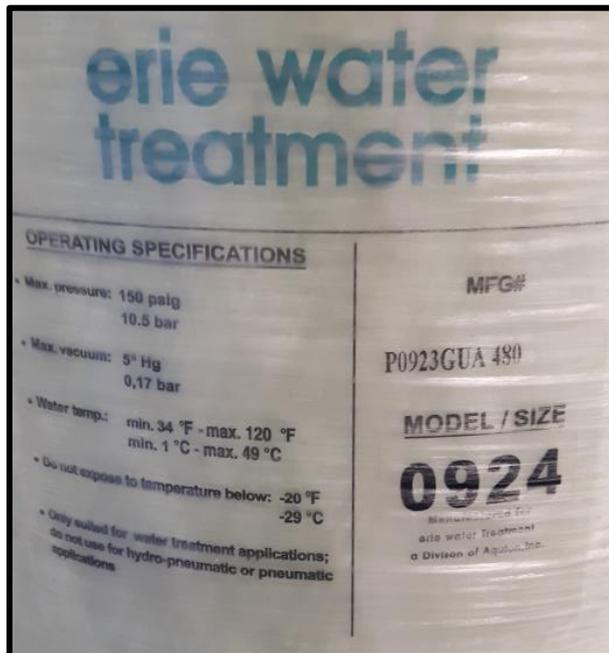
3.2.1. ADDITIONAL INFORMATION depending on the damaged/defect component followed by the warranty:

a. Cabinet (body, cover or salt lid):

- No extra information needed.
- **Warranty = 10 year**

b. Pressure tank:

- Serial Number of the pressure tank:



- **Warranty = 10 year (excluding resin)**

c. **Valve body*:**

- Serial Number of the control valve
- **Warranty:**
 - = **2 years** for Maxima / Sentencia
 - = **3 years** for ProFlow / Slimline / Softena / Ultra
 - = **5 years** for IQsoft

* excluding moving parts and solenoid(s).

541 - Diaphragm valve:



2400 - Rotary:

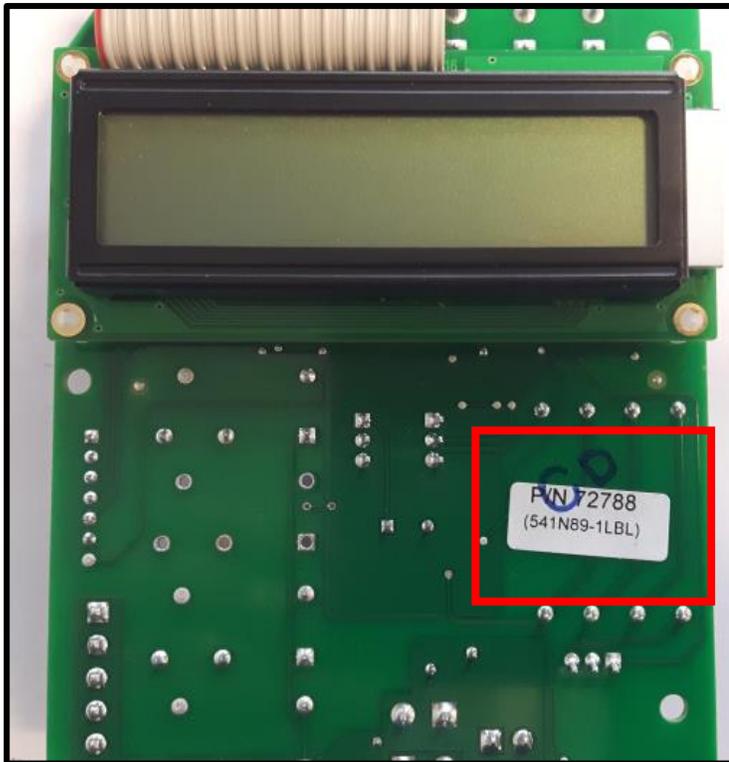


EV 1.5"



d. PCB:

- Serial Number of the control valve
- Picture of the stamp on the PCB



- Warranty = As of 01/01/2017 : = 2 years
= 5 years for IQ soft

e. Bypass:

- Picture of the white date code on the bypass

541 - Diaphragm valve:



2400 - Rotary:



- Warranty = 3 year

f. Transformer:

- Serial Number of the control valve
- Picture of the Serial Number on the back of the transformer

541 - Diaphragm valve:

2400 - Rotary:



- **Warranty = 2 year**

g. Solenoid & service valves:

- Serial Number of the control valve
- Picture of the stamp on the solenoid



- **Warranty = 2 years**